City of Tempe

INFORMATION TECHNOLOGY TRAINING & PRINT SHOP SERVICES SUPERVISOR

JOB CLASSIFICATION INFORMATION

Job Code:	336	*FLSA Status:*	Exempt
Department:	Information Technology	*Salary / Hourly Minimum:*	$87,505
Supervision Level:	Supervisor	*Salary / Hourly Maximum:*	$117,544
Employee Group:	TSA	*State Retirement Group:*	ASRS
Status:	Classified	*Market Group:*	IT Manager
Safety Sensitive / Drug Screen:	No	*EEO4 Group:*	Professionals
Physical:	No		

REPORTING RELATIONSHIPS

Receives direction from the Information Technology Manager.

Exercises direct supervision over Print Production Lead, Print Production Specialist, and Mail Operations Clerk classifications. Exercises technical and functional supervision over vendors and contract staff.

MINIMUM QUALIFICATIONS

Experience:	Three (3) years of experience in developing and implementing business process automation, including volume print services and IT training activities associated with a large organization.
Education:	Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer information systems, business administration, public administration or degree related to the core functions of this position.
License / Certification:	Microsoft Office Specialist (MOS) Master certification is preferred.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan and direct the operations of the City's IT Training Center, Print and Mail Services, and the integration of enterprise-wide computer solutions into the business process.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Supervise and direct the daily operations of IT Training and Print and Mail Services which provide city departments with computer training, digital printing, mail processing and warehouse services.
- Integrate adopted business solutions into the enterprise environment; Test new applications and suggest roll-out strategies based on user acceptance and skill level.
- Serve on project teams to conceptualize, implement, and deliver IT enterprise projects.
- Participate in the on-going development and execution of the Finance and Technology strategic plan; establish goals and measurement methods for key functions and activities.
- Analyze, design, develop and implement end user computer training programs designed to improve employee efficiency in daily business operations.
- Manage computer training room rentals and technical system configurations for the computer training classrooms.
- Exercise technical and functional supervision over the work of outside consultants, vendors and contract staff involved in training module design, and specialized course development and delivery; and assist in the provision and coordination of staff training.
- Interface with executive level management for the development of training programs to provide department-specific training needs; create and coordinate training system modeling and deployment.
- Prepare weekly, monthly, quarterly, and yearly statistical reports on IT computer training effectiveness, printing and mail service efficiency, and customer satisfaction.
- Implement policies and procedures to ensure compliance with federal postal standards and maximum savings on postal rates; Monitor USPS Postal guidelines; keep departments informed on updates and changes to mail standards.
- Research and evaluate new automation technologies for use in city operations.
- Prepare and monitor section budget; review and approve the purchase of goods and services; prepare RFPs related to the procurement of computer training services, print equipment, and mail services; evaluate vendor performance and manage business outreach program.
- Attend professional meetings and seminars as required.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;

- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:
City of Tempe, AZ : Competencies

JOB DESCRIPTION HISTORY

Established 1997
Revised January 2000
Revised June 2003
Revised November 2011 (Revisions to title, reporting functions and essential functions)
Revised May 2014 (job title change)